

The INTERCHANGE

Monthly Newsletter for State Employees Prepared by State Employees



Governor Daniels Recognizes Long Term Employees

Employees who have worked for the State of Indiana for 35, 40, 45 and over 50 years were recognized in a reception sponsored by the Office of the Governor and State Personnel Department on Monday, August 29, 2005.

In all, 227 employees were honored at the Governor's Long Term Employee

Reception, with 189 of those employees having 35 years of service with the State of Indiana. There were 30 honorees with 40 years of state service, 5 with 45 years, and three with over fifty years (see article below).

In the past, only employees with 35 years of service were recognized at the

Governor's Long Term Employee Reception, but after seeing how many employees had been with the state for forty or more years, Governor Daniels felt that those employees should also be recognized.

A complete listing of those who were honored at the ceremony can be found at www.in.gov/jobs/special_projects/lter.html.

Three State Employees...162 Years of State Employment!

Frederick Biggs, 51 Years of Service Health Professions Bureau

Fred Biggs became a State Employee on September 16, 1954, when he was sworn in as a Trooper with the Indiana State Police. He was a State Trooper for 16 ½ years in Wabash, Indiana before he became a Public Information Officer in the Peru, Indiana district. Fred retired from the State Police on July 15, 1987 and began employment with the Health Professions Agency (now known as the Professional Licensing Agency) on July 16, 1987.

Fred has fond memories of his times in the State Police—especially with the community outreach programs like Indiana Boys State, the Kiwanis Career Camp for high school students interested in Law Enforcement, and his work with local schools. Fred laughed at how the “state of the art” police cars back in the 1950’s and 60’s compare to those of the present day.

Fred has served as a Pharmacy inspector for the Agency Licensing Board in the Health Professions Bureau for almost 20 years. The highlights of his career have been the relationships that he has forged in the State Police, the Pharmacy Board and the staff of the Professional Licensing Agency. Fred has thoroughly enjoyed his 51 years of public service.

Mary Mead, 53 Years of Service Family & Social Services Admin. Washington County DFC

At the age of 18, Mary Mead was hired as a clerk stenographer at the Washington County Department of Public Welfare on March 1, 1952. There were 5 employees in the office: the Director, a Child Welfare Visitor, an Old age Visitor, a Bookkeeper, and Mary. After 6 weeks, Mary took over the bookkeeping when her coworker went on leave and did not return.

In the 1950’s, employees in Mary’s office worked each Saturday until noon. Personal computers were not used; everything was done by typewriter. When copies were required, carbon copies were used instead of using a copy machine. At that time, Mary could memorize all of the names, addresses, and case numbers of their clients.

Mary has seen a number of changes in the Washington County Division of Family and Children (DFC) through the 53 years she has worked there, including 3 office name changes, 6 directors (soon to be 7), and 5 different locations.

Mary says that it is fun working at the Washington County DFC. She loves her job and looks forward to coming to work each day.

Louis Douglas, 58 Years of Service Indiana State Department of Health

It was on October 14, 1947 that Louis Douglas began his service with the State of Indiana, and the Indiana State Department of Health. And, at the age of 82, he can still be found in the department of health’s laboratories in downtown Indianapolis. Louis has spent more than 70% of his life as a state employee with the Department of Health!

Louis began his career in the syphilis lab at the age of 24, and 15 years later moved to the rabies lab where he still inspects animals for rabies today. Louis says that retirement is not in his future, and that he will stay with the Department of Health for as long as he can. He likes the day-to-day routine, wears a tie to work each day, and only on rare occasions takes a vacation.

Louis said many things have changed at the Indiana Department of Health over the years, including moving to a new building, and more social interaction among staff. He recalls that his first paycheck was less than three dollars, and in those days paychecks were issued on the first and 15th of each month.

Greening the Government and Central Indiana Commuter Services: “Try it Multi-Modal” Fall Promotion and Info Meeting Sept. 8 at the IGC...

Are you carpooling or riding the bus to work? Or maybe you already walk or ride a bike to work? If not, now's the time to TRY IT MULTI-MODAL in four easy steps!

1. Go to the Central Indiana Commuter Services (CICS) website at www.327RIDE.net to see how much your commute actually costs and to learn about alternative commuting options in central Indiana.
2. Generate your personal matchlist to find a carpool, vanpool or bicycling buddy through the CICS on-line matching system.
3. Contact your possible commuter matchlist partners to work out the commuting arrangements that best fit you and your partners' needs.
4. After you've agreed to your commuting arrangements, go back to www.327RIDE.net to REGISTER your transportation mode. State employees who register and participate at least three times per week are automatically covered by the free Emergency Ride Home feature!

WANT MORE INFORMATION OR NEED A LIVE DEMONSTRATION?

If so, CICS will be at the Indiana Government Center (IGC) South Conference Center Auditorium at 1:00 p.m. on Thursday, September 8, 2005 for an informative presentation for state employees who work at the IGC or at other state offices within walking distance of the IGC. These state employees may attend this meeting without loss of pay or

leave time with supervisory permission. So come to the presentation and get all the details you need to walk, bicycle, carpool, ride transit or vanpool to work!

PRIZES!

Until September 30, 2005, all state employees who REGISTER their transportation mode with CICS will qualify for loads of prizes from Marsh Supermarkets, as well as gift certificates and concert tickets. CICS is also offering a FREE van for the first lucky group of commuters who want to try vanpooling – contact CICS directly for vanpool details! And, for state employees who are already MULTI-MODAL and registered with CICS, go to www.327RIDE.net to see how you, too, can qualify for these great prizes from Marsh, the Pacers, and other local businesses.

If you are at a state facility location not at the IGC and would like to schedule a presentation for your staff, please call (317) 327-7433.

Per Governor Daniels' Greening the Government Executive Order 05-21, "In order to improve regional air quality, reduce energy consumption, reduce traffic congestion and reduce demand on state parking facilities, as well as make it easier for state employees to save money, the state will continue to actively promote participation in community-based alternative transportation methods. In the central Indiana region, the state's goal is to continually increase participation in the Central Indiana Commuter Services program to at least 5% of total employees by December 31, 2005."

Governor Issues Six-Month Performance Report

Governor Mitch Daniels issued a six-month performance report for state government last month that establishes goals for accountability for 30 of the largest state agencies and identifies savings of more than \$150 million achieved or under way. The report, the first of its kind to provide detailed information to Hoosiers about how state government is performing, also summarizes discoveries, successes and shortcomings by agency.

This is the first time Indiana state government has created a mechanism to measure and report on agency performance and results.

"There may be some areas where it will take years and years to turn the corner. True reform takes years, and we will continue to provide these reports periodically pursuant to our commitment to better government and greater accountability," said the governor.

HSA's are Coming...

What in the world are HSA's???

"Home Shopping Addict" was the first response—anyone relate to that one? Happily Serving Another, Haggis Soufflé Alamode, Hot Steamy Action, Hurry Snag Another, Help Save Arachnids, Here's Some Advice, Heavy Sauce Appetite, Helping Society Act, Hot Sensational Attitudes, Hail! Sophisticated Americans, Happy State Employees—nice stretch, Allen Aitken! Happy State Administrator, High Standards Always, Heavenly Sent Angels...ENOUGH!

So, what does HSA *really* stand for??? A Health Savings Account!

What is a Health Savings Account? Health Savings Accounts are a new option for health insurance. A Health Savings Account is a special tax-free savings account into which you can deposit money before taxes and from which you can withdraw money tax-free for medical care. Money you save in the Health Savings Account can be withdrawn to pay for routine medical expenses, like doctor visits or medicines, to meet the deductible. The HSA is paired with a health insurance policy that has higher deductibles. The money that is deposited tax-free into the account accumulates with tax-free interest until retirement; not only can you continue to withdraw for medical-related expenses tax-free, but you can also withdraw funds for any purpose and pay normal income taxes.

On top of it all, regardless of who deposits money into this account—employer, employee, parent, sibling (yeah, right!), or a friend, once the deposit is made YOU become the OWNER. Balances roll over year after year after year!

Stay tuned! More information regarding Health Savings Accounts will be included in upcoming issues of the Interchange.

The report captures activity from January 10 to July 10. The more than \$150 million in savings is a combination of one-time savings, annual savings, and redirecting funds.

The complete report may be found at www.in.gov/gov/media/Performance_Report-Final.pdf and includes an overview and highlights, followed by measurements and individual agency narratives.

Learn How to Talk to Kids About Smoking

You probably know plenty of reasons why you shouldn't smoke, like the increased risk of heart disease, lung cancer and other cancers. Or the dangers you pose to others through secondhand smoke. Or having your teeth and fingertips turn yellow and the smoky odor on your clothes.

But do your kids know enough about the dangers of smoking to keep them from starting? Lots of youths apparently don't. According to the Centers for Disease Control and Prevention, more than 3,000 kids become regular smokers *every day*.

Don't be fooled by the big tobacco companies who encourage you to visit their Web sites for help in talking to your kids about smoking. There are plenty of health organizations, all of them in agreement that smoking is bad for you no matter your age, who are prepared to help.

Talking to your kids about tobacco's harmful effects is an important way to keep them from starting. However, getting your message across requires using an effective communication style and understanding the factors that make smoking seem desirable to youths. Here are ways to do it:

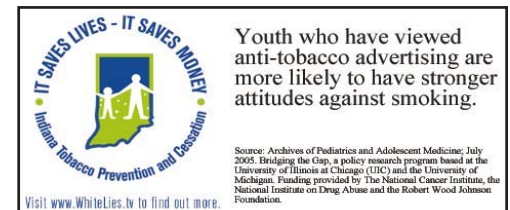
- Set a good example by not smoking or allowing others to smoke in your house. Make it clear to your kids that you expect them to refrain from smoking, too.
- Focus on the short-term. Instead of trying to scare your kids with faraway predictions of emphysema and heart disease, remind them of the immediate effects of smoking, like stinky breath and clothes.
- Point out to your kids that images of smokers in the media - like models in advertisements and actors in movies - don't necessarily reflect reality, suggests the Nemours Foundation, a children's-health organization with a website at kidshealth.org. In real life, smokers often cough, wheeze and have extra wrinkles - hardly the glamorous image the media often portrays.
- Give your kids clever responses to use when "cool" kids urge them to smoke. For instance, tell them to respond that cigarettes are a waste of money that they'd rather spend elsewhere.
- Help your kids get involved in team sports and other physically challenging activities, Nemours recommends. Coaches typically require players to avoid smoking, and the team membership helps give kids

an air of maturity they may otherwise try to get from smoking.

Finally, keep in mind that most kids *don't* smoke. In fact, the percentage of youth smokers in Indiana has dropped an astounding 32 percent over the past four years. Be ready to point this out when your child claims that "everyone my age does it."

As part of the INShape Indiana program, Indiana Tobacco Prevention and Cessation (ITPC) is providing additional resources to help state employees quit smoking. In support of this ongoing initiative, facts about tobacco use and its effects on Indiana state employees appear monthly in The Interchange.

If you or a loved one needs help quitting smoking, visit www.WhiteLies.tv or call 866-515-5433. For information on ways to improve your overall health, visit www.INShape.in.gov.



Limited Time Offer!

Indy Group Sales is now offering State Employees discounted tickets to **Ringling Bros. and Barnum & Bailey**, playing Consecro Fieldhouse, September 28-October 2, 2005.

Visit http://www.in.gov/jobs/special_projects/discount.html for more details and to order tickets.

If you have questions or need assistance with the weblink, please email Lisa Finch at: indygroupsales@sbcglobal.net. If you do not have Internet access, please call Lisa at (317) 888-0963.



State Employees' Community Campaign Kickoff and Charities Fair Scheduled for September 29th

This year's State Employees' Community Campaign (SECC), the annual fund raising drive in which state employees give to their favorite charities through payroll deduction, is about to begin! The campaign will kick off Thursday, September 29th in the Government Center South's Conference Center in Indianapolis at 11:30 a.m. A charity fair will follow a brief introduction by Debra Minott, State Personnel Director and this year's SECC Chairperson. A drawing will be held for door prizes after the conclusion of the charities fair at 1:00 p.m. Door prizes will include sports memorabilia from most of Indiana's professional Sports teams.

All state employees are encouraged to stop by on their lunch hours to collect a few goodies and learn more about the participating charities. Please come and share in the kick off ceremony and charity fair if your schedule permits!

Remember, you may choose to donate to any 501 (c) 3 organization, so there are thousands of charities to choose from! If you've never participated in the campaign, talk to your agency's SECC Coordinator and check it out! If you, like many state employees, have been participating in the campaign for several years, take a second look at the campaign brochure, which contains important information like how to be a "Champion" by giving only a half hour's pay per check (0.6% of your annual salary)! It may not seem like much from your paycheck, but it would make a world of difference to any one of the charities!

Whatever charity you choose, make an effort to support them through this year's campaign! For more information about the SECC, please contact your agency's SECC coordinator or Kristin Brown, Statewide SECC Coordinator, at (317) 234-1407 or krbrown@spd.in.gov. Check out campaign progress at www.insecc.org!

TRAINING PROGRAMS

October 2005

In Celebration of National Customer Service Week, please see the classes being offered on October 3, 5, and 7.

Date	Time	Class	Cost
3	9:00 - 10:00 1:30 - 2:30	Introduction to Customer Service	Free
4	9:00 - 3:00	CERT: Managing People**	*See fee below
5	9:00 - 3:00	CERT: Selection & Interviewing**	*See fee below
5	9:00 - 10:30 1:30 - 3:00	Telephone Etiquette/E-mail Netiquette	Free
6	9:00 - 12:00	Record Keeping Guidelines for Occupational Illnesses and Injuries (OSHA)	Free
7	9:00 - 10:30 1:30 - 3:00	Working with Difficult Customers	Free
11	9:00 - 4:00	CERT: Personnel Rules**	*See fee below
12	9:00 - 12:00	CERT: Progressive Discipline**	*See fee below
13	9:00 - 4:30	Situational Leadership**	\$50
18	10:00 - 11:00	Ethics Orientation	Free
18	9:00 - 3:30	CERT: Performance Appraisals**	*See fee below
19	9:00 - 1:00	CERT: Family Medical Leave**	*See fee below
20	10:00 - 11:30	Ethics for Supervisors/Managers	Free
25	9:00 - 4:00	CERT: Workplace Harassment**	*See fee below
26	9:00 - 12:00	CERT: Administrative Investigations**	*See fee below
27	10:00 - 11:30	PERF: Your Retirement Program	Free
27	1:00 - 3:30	Hoosier S.T.A.R.T. "Plan Overview and Enrollment"	Free

NOTE: All classes will be held in the State Training Center except where noted.

*The Comprehensive Employee Relations Training (CERT) program has a fee of \$25.00 for each participant.

The \$25.00 fee covers the 8 training sessions inclusive in the CERT program.

CERT participants must commit to attend all 8 training sessions. The CERT program has HRCI Approved Credits.

**These classes are only offered to SUPERVISOR/MANAGERS AND/OR HUMAN RESOURCES PERSONNEL.

Classes that require a fee are noted. Obtain your supervisor's approval to attend.

For more information or to register, you will need to contact your agency training contact person (ATCP).

E-Recruit Update

Beginning in mid-September 2005, the State of Indiana will introduce a single portal to view and apply for state positions. The new job bank will allow applicants to search posted positions and create a job search agent that will notify applicants via e-mail when positions are posted that match user-defined criteria. Additionally, job bank postings will be updated as position postings are approved rather than being updated on a weekly basis.

In addition to the new features mentioned above, the State of Indiana will offer a paperless on-line application accessed entirely from the Internet. Applicants will be able to create an account, log on, and store an application or resume. Applicants will also be able to apply for multiple positions with just the click of the mouse, attach additional documents such as a resume or license, and update contact information as needed. Applying for state positions will be easier and more user-friendly than ever.

Celebrate National Customer Service Week: October 3 - 7

Customer Service Week is a national event devoted to recognizing the importance of customer service and honoring the people on the front lines of the service revolution.

The International Customer Service Association (ICSA) began Customer Service Week in 1988. In 1992 the U.S. Congress proclaimed Customer Service Week a nationally recognized event, celebrated annually during the first full week in October. This year's celebration will take place October 3 - 7.

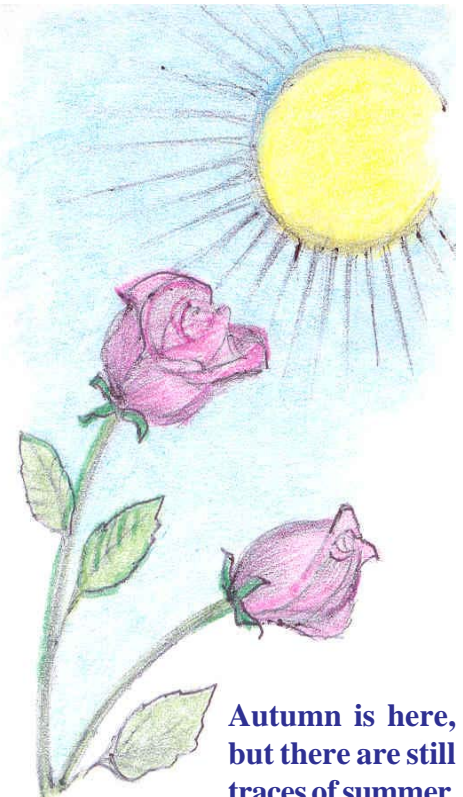
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**Autumn is here,
but there are still
traces of summer.**